



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Indiana Family and Social Services Administration

402 W. WASHINGTON STREET, P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

E. Mitchell Roob Jr., Secretary

November 29, 2006

Dear Division of Family Resources employee:

I promised to keep you up to date regarding the Eligibility Modernization project, and I would like to share the latest news. The State has completed negotiations with a team of companies led by IBM to provide public assistance intake and data gathering modernization services. Today, Governor Mitch Daniels will announce that a public hearing on the contract will be held on Friday, December 8, 2006. After this hearing, the governor will review the comments received and make the final decision about this project. The contract can be found online at <http://www.in.gov/fssa/transformations/edp/edp/index.html>. I encourage you to take a look at it.

Should the governor determine that the negotiated contract holds the promise of greatly improved service for Hoosiers, the State will work with the IBM team to make much-needed changes in how we help Hoosiers apply for public assistance. As a state employee, you are an essential part of this vital effort to improve service for our customers.

There has been much uncertainty, rumor, and innuendo over the past eighteen months concerning this project and its implications for FSSA employees, so I'd like to summarize what the terms of the contract mean for those involved. We've made every effort to ensure that the needs and concerns of our employees are reflected in the contract through the following:

- Every employee will have a job with the State or with the IBM team (after passing a drug and background screen).
- Approximately one-third of DFR county employees will remain employed by the state to serve in the important role of determining eligibility for assistance.
- Employees who transition to the IBM team will get the same or better salary.
- Employees who transition to the IBM team will get comparable benefits and will pay no more for them.
- Employees who transition to the IBM team will get a two-year job commitment (subject to standard progressive discipline).
- Employees who transition to the IBM team will be offered employment at a location within 50 miles of their current work location when possible. Employees who are offered positions 50 or more miles from their current work site will be eligible for a \$2,000 relocation allowance, should they relocate.
- Employees who move to the IBM team will have their state job tenure honored by their new employer for accrual of paid time off (vacation and sick). State job tenure will also be honored for eligibility and vesting in the employer's retirement and other benefit plans.





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- Employees who transition to the IBM team will be offered the same career advancement opportunities as the employer's current employees.
- Employees who transition to the IBM team will be offered enhanced training opportunities and new equipment during implementation.
- Employees who transition to the IBM team will do so on March 5, 2007.

You perform important work for the vulnerable populations we serve. Many of you who work at the county offices have been working in an archaic system with unmanageable caseloads. Given the right tools, we believe we all can make this system better for ourselves and our clients. You are an essential component of eligibility modernization, and, as you can see, the state is taking every step to ensure that every employee is treated fairly and with respect.

If the governor approves the IBM contract, clients will experience changes gradually. They will be planned in advance and be well-communicated. But, you know as well as I that the process of change is always challenging and rarely flawless. This transition will be difficult at times, and Indiana will desperately need your input, patience, and understanding to best serve its citizens.

I know you will have many questions about the transition if modernization occurs. We are working with the IBM team to ensure open lines of communication. In the meantime, we have assembled a list of the frequently asked questions we have received from you. The FAQ's are online at <http://www.in.gov/fssa/transformations/faq.html>. We will update it as we receive more questions. You may also view a video message from me at <http://mediaserver.ihets.org/vod/fssa/mitchroob.wmv>.

This is just the first of many conversations we will have over the coming weeks and months about this important project. Thank you for your continued good service to Indiana and its people.

Sincerely,

E. Mitchell Roob Jr.
Secretary FSSA
State of Indiana

